



March 23, 2020

Attention Foundry Partners:

As of March 24th, 2020 we are pleased to offer options for virtual appointments for mental health services and primary care. We are working to find creative ways to meet the needs of youth in our community while doing our part to be responsible in curbing the spread of the COVID-19 virus. By using readily available technology we are able to provide primary care video conference appointments with our Nurse Practitioner as well as first-time and follow-up mental health counselling sessions.

It is important to note that **Foundry Kelowna does not provide emergency or crisis services.** If your clients are experiencing acute mental health issues or a medical emergency, please direct them to call 911, or go to the ER.

The pathway to accessing service is as follows:

- *Call Foundry Kelowna at **236-420-2803***
- *Book a Virtual Appointment with the receptionist*
 - *Provide first and last name, DOB, phone number & email*
 - *Understand that appointments may not be same day based on capacity*
 - *Please let receptionists know if the client is experiencing barriers to accessing a device or internet connection.*
- *Clients will receive a text notification as a reminder of the appointment*
- *At the start of the appointment clients will receive a text message (or email if preferred) containing a link inviting them to a secure video conference.*
 - *The link will contain a personalized PIN to enter*
 - *The client will be asked to verify identity*
 - *The video conference will begin*

To encourage social distancing, we are asking that clients call rather than attend Foundry in person to book appointments. Please don't hesitate to contact me with any questions or concerns.

Thank-you for your patience as we work together to navigate these uncertain times.

Regards,

Ben Macauley
Centre Manager, Foundry Kelowna